

Training Opportunity

Showcase Your Excellence

State agencies will be required in 2008 to apply for an independent assessment of their quality management, accountability, and performance system (HB 1970). That information, however, can be used to communicate how state government delivers quality services to the public.

To help agencies present their stories, as well as comply with the requirement, special workshops have been developed to learn about the Baldrige system of performance reporting and how to present agencies' accomplishments and successes.

Executive Overview—1/2 day

This workshop presents an overview of the Malcolm Baldrige/Washington State Quality Award system. Participants will gain a greater understanding of Baldrige core values, concepts, criteria, and framework. They will also achieve a basic understanding of how to use this knowledge to meet the requirements of HB1970.

December 12, 2006 - Lacey

January 17, 2007 - Olympia

February 16, 2007 - Lacey

March 12, 2007 - Tumwater

Cost: \$110 per person

Baldrige Case Study—2 days

This comprehensive workshop provides an in-depth review of the criteria for performance excellence including analyzing a case study that simulates an award application. Participants will learn how to apply the scoring guidelines, and conduct consensus reviews and prepare written comments. This workshop is designed as a follow-up to the "Introduction to Performance Excellence" course.

January 24 - 25, 2007 - Olympia

February 27 - 28 - Tumwater

March 20 - 21 - Olympia

Cost: \$275 per person



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Register online at www.wsqa.net or call 1-800-517-8264